

## Adult Consumer Perception Survey Data - Statewide - November 2007

### Total Number of RECEIVED Statewide Surveys

	Frequency
Valid November 2007	31979

### Total Number of COMPLETED Statewide Surveys

	Frequency
Valid November 2007	21654

If the instrument is not completed, the PRIMARY reason must be indicated.

	Frequency	Valid Percent
Valid Refused	4909	51.1
Impairment	796	8.3
Language	1137	11.8
Other	2765	28.8
Total	9607	100.0
Missing	718	
Total	10325	

## Demographic Data

### Gender

	Frequency	Valid Percent
Valid Female	11260	54.9
Male	9182	44.8
Other	52	.3
Total	20494	100.0
Missing	1160	
Total	21654	

### Ethnicity

		Frequency	Valid Percent
Valid	African American	2465	12.1
	Asian/Pacific Islander	1398	6.9
	Hispanic	5291	26.0
	Native American	349	1.7
	White	9126	44.8
	Other	667	3.3
	More than 1 race	1062	5.2
	Total	20358	100.0
Missing		1296	
Total		21654	

### Age Categories

		Frequency	Valid Percent
Valid	18 - 25 years old	2330	11.9
	26 - 35 years old	3760	19.2
	36 - 45 years old	5645	28.9
	46 - 59 years old	7807	39.9
	Total	19542	100.0
Missing		2112	
Total		21654	

## Service-Related Data

### How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	579	3.1
	> 1 visit, but < one month	914	4.8
	1 to 2 months	1637	8.6
	3 to 5 months	2088	11.0
	6 months to 1 year	2809	14.8
	More than 1 year	10930	57.7
	Total	18957	100.0
Missing		2697	
Total		21654	

**What was the primary reason you became involved with this program?**

		Frequency	Valid Percent
Valid	I decided to come in on my own	7538	41.3
	Someone else recommended that I come in.	9771	53.6
	I came in against my will.	930	5.1
	Total	18239	100.0
Missing		3415	
Total		21654	

**Were the services you received provided in the language you prefer?**

		Frequency	Valid Percent
Valid	No	618	3.4
	Yes	17519	96.6
	Total	18137	100.0
Missing	Unknown	3517	
Total		21654	

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Valid Percent
Valid	No	865	4.9
	Yes	16949	95.1
	Total	17814	100.0
Missing	Unknown	3840	
Total		21654	

**Who helped in completing the Survey?**

**I did not need any help.**

		Frequency	Valid Percent
Valid	No	7365	34.0
	Yes	14289	66.0
	Total	21654	100.0

**A mental health advocate / volunteer helped me.**

		Frequency	Valid Percent
Valid	No	20554	94.9
	Yes	1100	5.1
	Total	21654	100.0

**Another mental health consumer helped me.**

		Frequency	Valid Percent
Valid	No	21160	97.7
	Yes	494	2.3
	Total	21654	100.0

**A member of my family helped me.**

		Frequency	Valid Percent
Valid	No	20533	94.8
	Yes	1121	5.2
	Total	21654	100.0

**A professional interviewer helped me.**

		Frequency	Valid Percent
Valid	No	21131	97.6
	Yes	523	2.4
	Total	21654	100.0

**My clinician / case manager helped me.**

		Frequency	Valid Percent
Valid	No	20719	95.7
	Yes	935	4.3
	Total	21654	100.0

**A staff member other than my clinician or case manager helped me.**

		Frequency	Valid Percent
Valid	No	20867	96.4
	Yes	787	3.6
	Total	21654	100.0

**Someone else helped me.**

		Frequency	Valid Percent
Valid	No	21054	97.2
	Yes	600	2.8
	Total	21654	100.0

**Language of instrument**

		Frequency	Valid Percent
Valid	Chinese	136	.6
	English	19839	91.6
	Russian	33	.2
	Spanish	1464	6.8
	Tagalog	4	.0
	Vietnamese	178	.8
	Total	21654	100.0

**If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?**

	Frequency	Valid Percent
Valid No	6165	90.1
Yes	675	9.9
Total	6840	100.0
Missing	1187	
Total	8027	

**If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	5476	81.4
Yes	1253	18.6
Total	6729	100.0
Missing	1298	
Total	8027	

**If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .**

	Frequency	Valid Percent
Valid Been reduced	1485	23.2
Stayed the same	641	10.0
Increased	197	3.1
Not Applicable (No police encounters this year or last year)	4089	63.8
Total	6412	100.0
Missing	1615	
Total	8027	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?**

	Frequency	Valid Percent
Valid No	9541	93.6
Yes	654	6.4
Total	10195	100.0
Missing	735	
Total	10930	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	9447	93.4
Yes	669	6.6
Total	10116	100.0
Missing	814	
Total	10930	

If you have been receiving services for **MORE THAN ONE YEAR**, over the last year, have your encounter:  
with the police . . .

	Frequency	Valid Percent
Valid		
Been reduced	1427	14.8
Stayed the same	722	7.5
Increased	313	3.2
Not Applicable (No police encounters this year or last year)	7172	74.4
Total	9634	100.0
Missing	1296	
Total	10930	

#### Perception of Access to Services

	Frequency	Valid Percent
Valid		
Dissatisfied	89	.4
Somewhat Dissatisfied	484	2.3
Neutral	3089	14.6
Satisfied	9795	46.2
Very Satisfied	7756	36.6
Total	21213	100.0
Missing	441	
Total	21654	

#### Perception of Quality & Appropriateness

	Frequency	Valid Percent
Valid		
Dissatisfied	47	.2
Somewhat Dissatisfied	267	1.3
Neutral	2457	11.9
Satisfied	9919	48.0
Very Satisfied	7981	38.6
Total	20671	100.0
Missing	983	
Total	21654	

#### Perception of Participation in Treatment Planning

	Frequency	Valid Percent
Valid		
Dissatisfied	135	.7
Somewhat Dissatisfied	637	3.2
Neutral	3993	20.3
Satisfied	8641	43.8
Very Satisfied	6308	32.0
Total	19714	100.0
Missing	1940	
Total	21654	

### Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	338	1.7
	Somewhat Dissatisfied	1438	7.4
	Neutral	5157	26.5
	Satisfied	8075	41.4
	Very Satisfied	4476	23.0
	Total	19484	100.0
Missing		2170	
Total		21654	

### Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	306	1.5
	Somewhat Dissatisfied	1313	6.6
	Neutral	4940	24.8
	Satisfied	8598	43.2
	Very Satisfied	4762	23.9
	Total	19919	100.0
Missing		1735	
Total		21654	

### Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	136	.7
	Somewhat Dissatisfied	1062	5.4
	Neutral	5157	26.1
	Satisfied	9046	45.8
	Very Satisfied	4353	22.0
	Total	19754	100.0
Missing		1900	
Total		21654	

### General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	136	.6
	Somewhat Dissatisfied	348	1.6
	Neutral	1976	9.1
	Satisfied	8704	40.2
	Very Satisfied	10490	48.4
	Total	21654	100.0

### Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	21213	1.00	5.00	4.1853	.71789
appscale	20671	1.00	5.00	4.2173	.66640
txscale	19714	1.00	5.00	4.1780	.76176
socscale	19484	1.00	5.00	3.8424	.88569
funscale	19919	1.00	5.00	3.8063	.87875
outscale	19754	1.00	5.00	3.8531	.79341
satscale	21654	1.00	5.00	4.3398	.72640
Valid N (listwise)	17770				

## Quality of Life Survey Data

### QOL\_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid Terrible	796	4.0
Unhappy	1813	9.1
Mostly Dissatisfied	1378	6.9
Mixed	6365	32.1
Mostly Satisfied	4233	21.3
Pleased	3570	18.0
Delighted	1683	8.5
Total	19838	100.0
Missing	1816	
Total	21654	

### Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	19764	1.00	7.00	4.6616	1.52386
Valid N (listwise)	19764				

### Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	19714	1.00	7.00	4.5385	1.37641
Valid N (listwise)	19714				



**QOL\_4. In general, how often do you get together with a member of your family?**

	Frequency	Valid Percent
Valid		
Not at all	2402	13.1
Less than once a month	2426	13.2
At least once a month	3011	16.4
At least once a week	4278	23.4
At least once a day	5337	29.1
No family / Not applicable	865	4.7
Total	18319	100.0
Missing	3335	
Total	21654	

**Descriptive Statistics for Family Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	18266	1.00	7.00	4.6559	1.62411
Valid N (listwise)	18266				

**QOL\_6A. About how often do you visit with someone who does not live with you?**

	Frequency	Valid Percent
Valid		
Not at all	2612	13.9
Less than once a month	2066	11.0
At least once a month	3654	19.4
At least once a week	6388	34.0
At least once a day	3271	17.4
Not applicable	817	4.3
Total	18808	100.0
Missing	2846	
Total	21654	

**QOL\_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?**

	Frequency	Valid Percent
Valid		
Not at all	4427	24.6
Less than once a month	1059	5.9
At least once a month	1658	9.2
At least once a week	3208	17.8
At least once a day	4340	24.1
Not applicable	3338	18.5
Total	18030	100.0
Missing	3624	
Total	21654	

**Descriptive Statistics for Social Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	18534	1.00	7.00	4.6670	1.37762
Valid N (listwise)	18534				

**QOL\_8A. During the past month, did you generally have enough money to cover food?**

		Frequency	Valid Percent
Valid	No	4893	25.6
	Yes	14235	74.4
	Total	19128	100.0
Missing		2526	
Total		21654	

**QOL\_8B. During the past month, did you generally have enough money to cover clothing?**

		Frequency	Valid Percent
Valid	No	7631	40.1
	Yes	11389	59.9
	Total	19020	100.0
Missing		2634	
Total		21654	

**QOL\_8C. During the past month, did you generally have enough money to cover housing?**

		Frequency	Valid Percent
Valid	No	4356	23.0
	Yes	14559	77.0
	Total	18915	100.0
Missing		2739	
Total		21654	

**QOL\_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?**

		Frequency	Valid Percent
Valid	No	7331	38.7
	Yes	11591	61.3
	Total	18922	100.0
Missing		2732	
Total		21654	

**QOL\_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?**

		Frequency	Valid Percent
Valid	No	10719	56.9
	Yes	8132	43.1
	Total	18851	100.0
Missing		2803	
Total		21654	

**QOL\_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

		Frequency	Valid Percent
Valid	No	18246	93.7
	Yes	1229	6.3
	Total	19475	100.0
Missing		2179	
Total		21654	

**QOL\_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

		Frequency	Valid Percent
Valid	No	16495	85.2
	Yes	2865	14.8
	Total	19360	100.0
Missing		2294	
Total		21654	

**QOL\_10. In the past month, how many times have you been arrested for any crimes?**

		Frequency	Valid Percent
Valid	No arrests	18042	96.6
	1 arrest	367	2.0
	2 arrests	81	.4
	3 arrests	59	.3
	4 or more arrests	119	.6
	Total	18668	100.0
Missing		2986	
Total		21654	

#### Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	19433	1.00	7.00	4.8038	1.41214
Valid N (listwise)	19433				

#### Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	19165	1.00	7.00	4.2185	1.49184
Valid N (listwise)	19165				